

CYA

California Youth Authority

Spring 2001
Victims' Edition

www.cya.ca.gov

Today

Over 50 Years of Service to the People of California



Jerry L. Harper

Director's Corner

YA Reaching for the Stars

As we approach the 21st annual commemoration of National Crime Victims' Rights Week (NCVRW) April 22-April 28, 2001, I am proud to join my staff and colleagues across the nation, in honoring those who help victims and survivors of crime.

During NCVRW, more than 10,000 victim service and allied professional organizations across America will sponsor and participate in public education and community outreach activities to focus attention on victim's rights.

This year's theme, "Victims Rights: Reach for the Stars," challenges us to set our sights high, providing comprehensive, quality services to crime victims, holding offenders accountable for their actions, and engaging individuals and communities in crime prevention and public safety initiatives.

Those who have suffered a violation of their person, property, or trust deserve to be treated with dignity and respect by our criminal and juvenile justice system.

We recognize that our response to crime victims plays an important role in their efforts

to rebuild their lives following the offense. Let all of us do what we can to respond to victims of crime compassionately and respectfully.

The YA has already taken important steps to ensure that our treatment of victims helps them to begin the healing.

To date, the YA has served more than 32,000 victims and I am proud of our national recognition of being at the forefront in providing services to victims of juvenile offenders.

As director, I would like to particularly express my appreciation to the Office of Prevention and Victims Services staff for their efforts and diligence in working with victims and reminding staff of the important role victims hold in the juvenile justice system.

Please join me in recognizing the 2001 National Crime Victims' Rights Week by attending or participating in the many activities scheduled for the week.

Let us affirm our commitment to see that crime victims receive our respect, understanding, and help this week and incorporate this in our daily work practices.



Our Pledge to Victims

As Youth Authority staff, we pledge the following:

- To uphold victims' rights to be protected from further physical and emotional harm.
- To treat victims in a professional, sensitive and supportive manner.
- To consider victims' needs and value their input.
- To hold offenders accountable on a daily basis for past and current victimization of others.

"The rights of victims of juvenile offenders should mirror the rights of victims of adult offenders in the United States. Crime victims should not be discriminated against based on the age of their offenders."

Sharon English, former deputy director
Office of Prevention and Victims Services
California Youth Authority

The Victim: California Shifts the Focus for Justice

By: **J.P. Tremblay**, Victims Services Specialist
(reprinted from the *American Correctional Association Corrections Today* July 2000)

Six years ago **Lisa La Pierre** was a vivacious, athletic, promising pre-law student in Los Angeles. Today she is a quadriplegic sitting in a wheelchair and breathing with the help of a respirator.

On a warm summer evening in 1994 she was sitting in her car

with a friend, talking on a cell phone, after a night at the clubs of Los Angeles. On that night a blast from a .38 caliber in the hands of **Frank Lewis**, a young gang member from Inglewood, randomly threw her into the spiral we all know as the juvenile justice system.

(Please see **Victims**, page two)

INSIDE THIS ISSUE

Crime Victim is Volunteer of the Year..2	Victim Resource Numbers.....5
An Uncommon Connection.....2	Heart 'n Soul of Commitment.....6
CYA — First in the Nation.....3	Preston Accounting — Counts.....6
Training Offenders — Why Not!...4	Victims Voices — Being Heard.....7
A Personal Perspective.....4	Victims Toll Free.....8
Karl Holton Wards.....4	Important Telephone Numbers.....8

Victims in the Juvenile Justice System

(from page one)

Like so many victims of random acts of violence, she didn't see it coming. Mr. Lewis walked up and without warning or threat, he shot her in the neck. What followed was more than eight months of hospital treatment and life on a respirator and in a wheelchair – she was now a victim in the juvenile justice system. She would have to navigate the course of the legal system she had hoped to join as a defense attorney and, this navigation would be done with fewer rights than her attacker as she is repeatedly buffeted by the winds of bureaucratic lethargy.

When one thinks of victim services from a system perspective, thoughts of victim impact statements or restitution come to mind. But for someone like Ms. La Pierre and her family, victim services can mean survival.

Through no choice of their own, victims like Ms. La Pierre, are thrust into the justice system and that “involuntary” entrance into the system creates a responsibility as important, or more so, than the responsibility the system has to the offenders and the public.

Like education and health care, victim services should be a continuum of care that serves the entire victim and makes her or him an integral part of the criminal/juvenile justice process. Victim services does not stop with notification or restitution, it includes advocacy, counseling,

case work, training, learning, prompting, prodding, anything and everything to protect the rights of victims and to respond to individual needs.

Sometimes it is as simple as just listening to a victim cry on the telephone as she explains why she won't be able to appear at a parole hearing. Or maybe it means helping her write a victim-impact statement. Or it could even mean tracking down a victim who has moved and been lost by the system and is no longer getting restitution or notification.

President **Bill Clinton** once said, “When someone is a victim, he or she should be at the center of the criminal justice process, not on the outside looking in.”

In the California Youth Authority, the Office of Prevention and Victims Services works under that dictum. Victims are an integral part of the system. They are involved in development of curriculum for victim impact classes, they are sought out for contact and input in the parole system, they are our critics, they are our advocates, they are at the center of what this department does, rehabilitate juvenile offenders and assist them to restore the victim and the community as much as possible.

Twenty years ago there was no Office of Prevention and Victims Services, let alone a separate but equal branch in the

Youth Authority. Today there are more than 18,000 victims of juvenile crime tracked by staff at institutions and parole offices, and at the department's headquarters in Sacramento.

Twenty years ago the staff in institutions never really thought much about the victims of juvenile crime. Today, the Youth Authority is the leader in the development of Impact of Crime on Victims Classes. This department conducts training for its own staff in the institutions and parole offices, staff of county victim/witness and probation offices, and staff of correctional operations in other states and nations.

Although victims have rights in California, guaranteed by the 1982 voter-approved Victims Bill of Rights, many times as the victim comes in contact with system representatives (courts, probation, etc.) the system fails to serve them.

In the case of Lisa La Pierre, when she was first attacked she had no health insurance, there were no suspects, and she had mounting medical bills. When Frank Lewis was finally caught and prosecuted, despite having thousands of dollars of on-going medical bills, the courts only ordered \$1,000 in restitution to Ms. La Pierre.

Ms. La Pierre was set adrift in the juvenile justice system until June 4, 1998, when she responded to the CYA's initial con-

tact letter asking if she wanted to receive offender information and notification of parole hearings. Like many victims, it often takes multiple contacts with the system before a “victim-sensitive” connection is made.

Notification forms are sent out as a matter of course when a new offender is sent to the Youth Authority with a so-called “676 offense.” The term 676 refers to the state penal code that defines a violent or serious crime and requires notification

(Please see **Expanding**, page three)

An Uncommon Connection

It is common for many California Youth Authority (CYA) Impact of Crime on Victims (ICV) classes to have victim speakers and occasional visitors or observers. It is uncommon however, for many CYA ICV classes to have 10 to 12 observers in a class for 2 days every 2 or 3 months.

Staff from the California Victims Compensation and Government Claims Board (formerly known as the State Board of Control BOC) in Sacramento sit in at O. H. Close Youth Correctional Facility and observe as offenders in ICV classes give their final speeches. The visiting staff are provided an overview of the ICV class objectives as well as curricula. The staff learn a tremendous amount about the ICV course and the significance of offenders learning about the impact of crime on victims. The offenders benefit from feedback regarding the level of internalization about the impact of crime on victims.

As a result of attending the ICV classes, BOC staff have stepped forward to give presentations, have become volunteers with Sacramento organizations, as well as renewed their commitment to assist crime victims.

The California Victims Compensation and Government Claims Board provides financial assistance to victims of crime throughout the State of California. The board also funds three CYA staff positions to increase revenue to the board's victims fund.

This uncommon connection is a result of the efforts of **Kellie Brodie**, director of California Victims Compensation and Government Claims Board, **Sharon Loris**, public information officer, California Victims Compensation and Government Claims Board, and **Bill Blount**, CYA teacher.

Crime Victim Recognized as Volunteer of the Year

For three long years, **Donna Hurst** fell victim to domestic violence, sexual assault and stalking. In the process, she experienced firsthand the complexity of the criminal justice system.

“Finding answers to the many questions I had was not a pleasant experience,” says Hurst. “I found that I turned most frequently to other victims for guidance because there was very little information about stalking available through other sources.”

It occurred to her that victims needed more information. So, Ms. Hurst and fellow Sacramento USAA Insurance employee **Judy Mansfield** formed a support group they call Sacramento Area Stalking Survivors, Inc. “It's a means of providing information and education to victims and to those who work within the criminal justice system,” adds Mrs. Hurst. She frequently finds herself speaking before groups about her personal



Donna Hurst at one of her presentations on stalking and how her life was impacted by the experience.

experience.

Earlier this year, Ms. Hurst was recognized as 2000 USAA Volunteer of the Year in recognition of her work. “Volunteering is completely worth your time because what goes around, comes around,” says Ms. Hurst. “Other people made a difference in my life. I hope that I can do the same for someone else.”

In addition, Donna has shared the personal story of her own victimization to youthful offenders incarcerated in CYA's institutions and camps. As an

Impact of Crime on Victims (ICV) speaker, Donna's role has assisted the CYA in holding offenders accountable for their actions by sensitizing them to the impact that crime has on victims.

When asked to speak at an ICV class or assist in training, Donna is always available. She has volunteered her time on numerous occasions for the CYA throughout the state.

In September 1999, Donna was nominated by the CYA and received the “Victims Services Award” presented at the California Probation, Parole, and Correctional Association Conference. For more information regarding the Sacramento Area Stalking Survivors, Inc. or to donate funds to assist with supporting victims of stalking, contact Donna Hurst, president at donnamason@yahoo.com.

Expanding Victims’ Services

(From page two)

of the victim. Had the department not sent the information to Ms. La Pierre, she likely would still be floating lost in the juvenile justice system that is still in its developmental stages for dealing with victims and protecting their rights.

Following the initial contact, Ms. La Pierre explained that she had been unsuccessful working with the probation department to get the restitution order changed to cover some of the medical losses she had suffered. Adding to that frustration, no one told her that she had options for recovering some of those loses, like filing a claim with the State Board of Control’s (BOC) Victims of Crime fund, which covers some of the out-of-pocket medical costs. Fortunately, her friends and an attorney she worked for helped her and she and her family were able to file a claim with the Victims of Crime program. After working with the BOC’s Victims of Crime program to recover some of her medical expenses, she turned to the CYA for help in getting the original court order changed.

The staff of the Victims Services Division responded, helping Ms. La Pierre through the BOC process and sending a letter to the courts detailing her medical bills and asking for an amended restitution order.

Ms. La Pierre filed her claim with the BOC and received more than \$15,000 in compensation to cover some of her medical bills. The court also amended its original \$1,000 restitution claim to \$15,345. The restitution is paid to the BOC to repay the Victims of Crime fund for the money given to Ms. La Pierre.

While it is unfortunate, it is not unusual for the courts to impose only cursory fines and restitution orders without serious consideration for the actual losses or costs to the victims. In California, the Youth Authority has been conducting on-going training for judges and probation officers on the rights of victims and the importance of imposing restitution orders and fines.

The Youth Authority and the Board of Control, three years ago entered into a joint agreement known as the Victims Reparation Project. In this project the board funds three positions in the Youth Authority in an effort to increase restitution fine assessments and collections and to enhance the identification of Victims of Crime program claims. In the first two years of the project the percentage of wards committed

(Please see **YA**, on page five)

CYA First in Nation to Make Victim Impact Part of the Basic Academy Curriculum

By **Sharon Arroyo**
Victims Services Coordinator
Heman G. Stark YCF

“*Victims of Crime*” a four-hour lesson plan for CYA Basic Academy cadets was successfully certified in 2000. The certification process included an internal CYA review and final approval by the Correctional Peace Officer Standards and Training (C-POST). All CYA Basic Academy lesson plans must be C-POST certified.

In August 2000, Subject Matter Experts (SMEs) met for three days in Stockton, California at the Youth Authority Training Center. SMEs were selected based on civil service classification, content knowledge, and field experience.

Kenmond Mah, training officer/instructional designer facilitated the project. **Pete Zajac**, retired program administrator lent his institution experience, as well as representing the needs and wants of the community. **Cynthia Florez-DeLyon**, PAIII, OPVS, and **Sharon Arroyo**, PAI and victim services coordinator at HGSYCF, provided expertise in victims rights, victims needs and offender accountability.

Davirto Artis and **Elisa Gonzales**, YATC training officers, contributed their institution and training experience.

The SMEs blended laws, policy, knowledge and training techniques into a seven-part lesson plan. The first area is *Introduction to Victims of Crime*. This section discusses the history of the victims rights movement, the criminal justice process and the connection with the CYA. Next is *Victims’ Rights*, which includes the victims’ Bill of Rights (constitutional amendment) and the many services provided by CYA to victims of crime. Third is *How Crime Impacts a Victim*. Staff will learn the wants and needs of victims, how they are impacted, and how correctional peace officers come into contact with victims. The fourth area covered is *Staff as Victims*. Cadets will learn the many ways staff can be victimized and what resources are available if they become victims of crime. The next area covered is *Offenders as Victims*. This section will offer examples of

how offenders become victims and what resources are available for the offender. Section six is *Offender Accountability*. In this section, cadets will be exposed to the different methods of holding wards accountable for their behavior. Cadets will also learn the many ways staff can measure a wards’ progress in treatment goals. The class ends with a *Conclusion/Review*. Cadets will review all material covered in the lesson plan. There will also be time to check-in (How everyone is doing with the subject matter) and the final exam.

The objective was to design a curriculum on victim awareness that would not only satisfy C-POST standards but would be beneficial to staff, victims, and offenders.

This curriculum is the first in the nation! No other states have developed a victims of crime curriculum for correctional staff. The CYA Victims Services Division has already received requests for copies of the curriculum from the states of New Hampshire and Florida.

Victims’ Services Division Thanks You!!!!

By **Cynthia Florez-DeLyon**
Parole Agent III

Over the past couple of years, the Victims Services Division (VSD) has experienced several changes and transitions from staff vacancies, positions being loaned to other branches and departments and a change in supervision. These changes were bearable due to the continued support and patience of California Youth Authority (CYA) staff.

With your assistance to date,

the VSD has extended services to over 32,900 victims and have conducted the following services:

Ongoing Services

- Notification and restitution packets to new victims based on incoming offender cases
- Notification and restitution packets to victims referred by Victim/Witness Assistance Centers

- Notification of upcoming hearing, outcome of hearing, release and transfer
- Notification packets to CYA staff victims
- Processing victim restitution checks
- Review of cases for court ordered victim restitution and restitution fines
- Correspondence to judges (please see **A Great**, page eight)

CYA Victims’ Programs Taught Nationwide

By **Jill Weston**
Victims Services Specialist
Office of Prevention and Victims Services

The California Youth Authority’s (CYA) Victims Services program has been considered a national model for other agencies for many years, due to tremendous innovation, vision and guidance from departmental leaders.

Staff throughout CYA continue to “spread the word” about victims services programs at the request of other agencies. CYA staff at headquarters, institutions, camps, and parole offices provide technical assistance and training to a wide range of agencies, including probation, parole, judiciary, juvenile halls, correctional facilities, group homes, community organizations, school systems and faith groups.

In the last two years, CYA staff have traveled to the following states: Alaska, Chicago, Colorado, Florida, Hawaii, Maine, Massachusetts, Minnesota, Nebraska, Oregon, South Carolina, Wisconsin, Nevada and Washington, and the Department of Defense in Washington D. C.

CYA staff have also trained extensively in California: Fresno, Hanford, Los Angeles, Napa County, Orange County, Palm Springs, Placer County, Sacramento, Santa Clara, and Inglewood.

Interest in CYA Victims Services programs sometimes spans the globe. Victims Services Division staff at headquarters have fielded calls, letters and e-mails from Guam, South Africa, Canada, and Japan.

A Personal Perspective:

The Responsibility to the Public in Parole

By **G. Dean Haumschilt**,
Parole Agent I, Washington
Ridge Youth Conservation Camp

I have been a parole agent I with the California Youth Authority (CYA) for more than 20 years and have worked for the CYA for 29 years. It seems to me that as a parole agent, my first responsibility is to protect the community. I can best do that by ensuring that each ward in my care gets the treatment necessary for him to live successfully in the community and not to victimize others.

This does not mean that the ward just sits in a class for the required number of hours, but in fact incorporates what he has learned into his daily behavior, attitude, speech and dress. It is one thing for wards to know how they hurt others, but it is something else for wards to make changes in their belief system and behavior so they never hurt anyone else.

I base my parole recommendations on observed changes. I would consider myself lax, ineffective and reckless if I recommended a ward for parole that still demonstrated delinquent, victimizing or gang type of attitude, values, or behavior. I have instructed all Youthful Offender Parole Board ordered resource group leaders to assess each ward that attends their group for delinquent behavior, attitude, or values that relate to the resource group. For example, **Cindy Morgan**, the Impact of Crime on Victims instructor interviews each ward at the conclusion of her class to determine, in part, if he graduates. She asks questions like:

Who are your victims, and how have your behaviors and choices hurt them?

If you were given a chance to speak to your victim today, what would you say?

You are no longer you. You are your victim. Tell me what happened step by step and how it felt (use “I” and “me” pronouns.)

You are still the victim and I am you. What do you (victim) have to say to me?

Now you are you again and I am your victim. What do you have to say to me?

The next time you are tempted to victimize someone, what will you think about? What will you do?

Tell me two or three personal motivations/reasons that you will not victimize others.

What is the most significant information you have learned in classes or counseling that will prevent you from victimizing anyone else?

What criminal thinking errors have you made in the past, and how has that changed?

How are you going to go back to your community and uphold your conditions of parole?

What are some of the problem situations you will be likely to face on parole? How are you prepared to handle them?

If I looked at a day in your life back then and a day in your life now, what differences would I see in who you are as a person?

Before passing or failing a student in the Impact of Crime on Victims class, instructor Ms. Morgan takes into consideration class participation and comments, homework assignments, written examination and oral interviews and then asks:

Has he demonstrated a 180° turn in his behavior and values (dress, attitude, associations, speech, body language, commitment to change, and empathy)?

If the probability of the ward re-offending is high, he considers what accountability does he still need to change his behavior?

Has the ward met the Youthful Offender Parole Board expectations for parole?

Any ward that does not pass a combination of a final written exam, an oral interview and a demonstration of changed behavior must retake the course. Wards will continue to get time additions until either they change their values, the way they think and behave or they run out of CYA jurisdiction.

At case conferences, wards are given resource groups that they need, not just the groups that the Youthful Offender Parole Board has ordered.

I have been told numerous times by other CYA staff that I cannot expect wards to disavow gangs and live a pro-social life while still incarcerated. My experience tells me that wards behave the same way in the community that they do in our institutions. Unfortunately, some wards know how to function in CYA without making internal behavior changes. I cannot, in good conscience, recommend parole for a ward just because he is a “good programmer.” I cannot recommend parole for a ward that has not changed his value system, finds disavowing gangs too hard or fails to complete a course! My goal for each ward for whom I am responsible, is for them to parole, live a pro-social life, never cause harm to anyone

else and never come back into the justice system!

I realize CYA wards cannot undo what they have done. By changing the way that they live and modeling pro-social behavior in the community, they can in part, give some assurance to their victims that they will no longer victimize others. In fact they can help influence others to do the same.

I have talked with numerous victims of CYA wards. The majority of victims want to feel safe. They want the nightmares to go away and they do not want to live in fear when their victimizer gets paroled. They want some measure of assurance that the person who victimized them will not victimize them again or someone else.

CYA staff have a responsibility to help these victims. Parole agents have a responsibility to be honest and fair and to demonstrate by our behavior, the very values we want our wards to incorporate.

We have a responsibility to make sure wards are held accountable, that they do demonstrate pro-social behavior or they remain incarcerated until they do so.

Our job is not to parole wards, it is to keep the public safe. Our job is to ensure that wards get the treatment that they need to help them become safe, productive citizens. Our job is to make sure that youth correctional counselors have the tools to do their job and utilize those tools.

Our job is to accept responsibility for the stewardship we accepted when we became CYA employees -- to do everything we can to keep wards from creating more victims.

After 29 years, I still believe in the CYA values and that I make a difference.

Train Offenders — Why Not?

By **Monica Montanez**
Victims Reparation Analyst
Office of Prevention and Victims
Services

“This makes so much sense,” says **Jill Weston**, victims services specialist, from the Office of Prevention and Victims Services (OPVS), after leaving one of CYA’s first Restitution Training for Offenders classes.

At OPVS, we train YA staff, judges, county district attorneys, and probation departments. We provide outreach and support to our victims. We initiate legislation to increase offender restitu-

tion payments and expect that these proactive efforts will increase restitution collections. Our efforts have reaped rewards. Restitution collections skyrocketed from an average of \$68,000 per quarter during FY 1997/98 to over \$177,000 per quarter in 1999/2000. But could we improve our outcomes even more? Could we motivate our offenders to want to pay?

(Please see **Why**, page six)

Karl Holton Wards Give Back to the Victim Community

By **Erin Brock**
Public Information Officer - Karl Holton YCF

Throughout the previous year Karl Holton held various activities and events in honor of victims. April 9 thru April 15, 2000, was dedicated to victims with the theme “Dare to Dream.” A Moment of Silence kicked the week off. Staff wore ribbons, held various fund-raisers and had a “brown bag luncheon.” Wards participated in the fund-raisers as well as a poetry contest and “I was a Victim today” skits.

The victim’s ceremony was held on Thursday with a keynote speaker addressing the ward and staff audience about the murder of her child. In addition, Karl Holton donated approximately \$2000 to the Women’s Center of San Joaquin County, Victim Witness Assistance Center, Child Abuse Prevention Council, Survivors of

(Please see **Karl Holton**, page six)

YA Ahead of the Nation in Efforts to Aid Victims of Crime

(from page three)

to the Youth Authority with restitution orders has jumped from 49 percent in fiscal year 1996/97 to 77 percent in the 1998/99 fiscal year.

In 1998, the Legislature approved a Youth Authority sponsored bill that gives the department the authority to collect up to 50 percent of a wards trust account to pay off restitution orders and fines. While that authority has led to nearly tripling the amount of restitution money that is collected; it is good only if the courts impose equitable restitution orders.

Staff of the Victims Services Division review intake orders for restitution fines and orders, and when there is nothing or very little ordered, an inquiry letter is generated to remind the court about the restitution rights of victims. In many cases the judges amend their orders to reflect realistic losses and hold offenders accountable for monetary impact of their crime.

U.S. Attorney General **Janet Reno** once said, "Let us make sure that we give our victims the right to be heard Let us give them an opportunity to participate, to be there, and to hold the criminal justice system at every level accountable."

The Youth Authority has taken Attorney General Reno's words to heart – the Youth Authority designated the first Victims Services Specialists in 1983 and, in addition to the Victims Services Division, today the department has specialists in all 11 institutions, four conservation camps, and 16 parole offices around the state.

The Youth Authority's Victims Services program is based on the premise that the

justice system is accountable to victims and has a responsibility to offer services and implement programs that will address the long-term impact of crime on their lives.

Some of the assistance the Victims Services Division provides includes:

- Notification of Youthful Offender Parole Board (YOPB) hearings;
- Accompaniment to YOPB hearings;
- Restitution collection and disbursement;
- Assistance in preparing victim impact statements;
- Referrals to civil recovery, counseling, financial assistance and restraining orders;
- Advocating for victims through legislation and court representation.

The division is currently working on a process of accountability to ensure that the services promised are delivered and that no victim gets "lost" in the system.

While ensuring accountability of the offenders and providing help to victims, the department is constantly looking for ways to better serve juvenile-crime victims. Recently the Youth Authority received a Victims of Crime Act grant to expand direct services provided to victims. These funds are being used to better service victims who may have been alienated by the system or have dropped through the cracks. A good example is the case of La Pierre. Although she has been in the system for several years, she was still having trouble fully participating in the process.

Earlier this year, La Pierre wanted to address the parole board during a hearing for her attacker. Being bound to a wheelchair she was faced with the dilemma of not having a vehicle she could depend upon to get her to the hearing safely. While she was committed to going her transportation options were very limited since most "paratransit"

medical services are for short trips and her personal vehicle was in need of repair. The staff of the Victims Services Division, utilizing money from the VOCA grant, arranged for a specially equipped van to be delivered to her home for the one-day trip to the institution where the parole hearing was being held.

The Direct Services Enhancement Project, as it is known, has used VOCA grant funds to not only provide victims with transportation, but also to expand its services to underserved communities like immigrants and limited-English speaking victims.

The department recently translated victim assistance information into Spanish, Laotian, Vietnamese, Tagalog and Cambodian. Additionally, some money has been used to provide interpreter services for deaf victims and to install a TTY telephone line for deaf victims.

A relatively new area of service that Youth Authority is moving into is the matter of victim-offender meetings. These meetings, when conducted properly and allowing for the victim and the offender to prepare themselves for the face-to-face meeting with counseling and guidance, can be cathartic and very helpful for both the victim and the juvenile offender.

As noted earlier, service to crime victims requires a continuum of care. It must be central to the mission of juvenile corrections. An offender must understand that he or she has created an obligation to both the victims of their crimes and to the community they came from.

The victim must understand that he or she has rights and even an opportunity to participate in the process to ensure that he is the last victim of that offender.

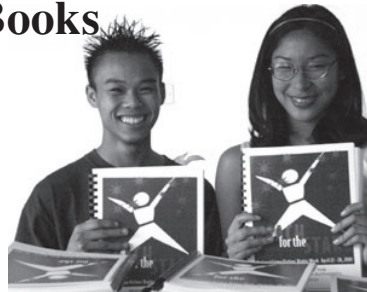
The staff of this department,

and indeed every correctional operation in this country, must understand that they have an obligation to serve the victims of crime and ensure that their rights are protected.

As we recently marked the 20th Anniversary of the Crime Victims movement in April 2000 we must all face the challenge of not resting on our accomplishments. As **John F. Kennedy** once said, "The rights of every person are diminished when the rights of one person are threatened."

Victims have rights whether written in the Constitution of a state or in the policies of a department, and these rights can not be ignored.

Students Aid With Victims Resource Books



Regional Opportunity students **Kao Saelee** and **Theresa Justinich** did the book binding at Central Office.



When the binding project deadline loomed, students in **Dorinda Chu's** Independent Living Program at Sacramento's Joseph Kerr Junior High School kept the project on track.

Victims Services Resource Phone Numbers & Websites

Web Sites

www.cya.ca.gov	California Youth Authority
www.ncjrs.org/jjhome.htm	National Criminal Justice Reference Service
www.ojp.usdoj.gov/ovc/	Office for Victims of Crime (OVC)
www.volcanopress.com	Volcano Press Publishers (books, videos and posters)
www.ocjp.ca.gov/	Office of Criminal Justice Planning
www.madd.org	Mothers Against Drunk Driving
metroguide.com/pomc/	Parents of Murdered Children

Phone Numbers

1-800-799-7233	National Domestic Violence Hotline
1-800-537-2238	National Resource Center on Domestic Violence
1-800-FYI-CALL	National Victim Center
1-800-TRY-NOVA	National Organization for Victims Assistance
1-800-438-MADD	Mothers Against Drunk Driving
1-800-851-3420	National Criminal Justice Reference Service
1-800-627-6872	Office for Victims of Crime Resource Center
1-800-777-9229	California Victims Compensation and Government Claims Board
1-800-7-VICTIM	Doris Tate Crime Victims' Bureau
1-800-VIC-TIMS	Victims of Crime Resource Center-McGeorge School of Law

‘Why Did it Take This Long?’ Wards Ask

(from page four)

The OPVS, based on restorative justice principles, believes there is plenty of room to grow.

In May 2000, OPVS initiated an Offender Restitution Training program. As a result of this training, offenders were able to understand the purpose of restitution, how a judge determines restitution, co-offender and parental liability, where restitution money collected goes, the consequences of not paying, and how to interpret their own restitution orders. Prior to the training, many were not aware why they were paying restitution and thought the state was “getting over on them.” The responses and participation from offenders during training has been phenomenal. The following are some comments received from offenders that have participated in the training:

“Paying restitution is only a small amount of what is really owed.”

“It’s best to pay it now and not regret it later.”

“I wish we would have been told this a long time ago.”

“I think the part that was good is that they took time out of their day just to talk to us criminals.”

Since May 2000, there has been an increase in training requests and as a result, OPVS has piloted more than 15 trainings to wards and parolees with good results. Because OPVS is unable to train all wards and parolees, they recently received funding to provide an Offender Restitution Training for Trainers (T4T) that will enable staff to teach all YA offenders general restitution information. The OPVS is currently developing a restitution video that will be used in conjunction with the training curriculum.

We’ve seen sparks of excitement in the eyes of offenders we teach and know this training will remain a success. If you would like additional information regarding the Offender Restitution T4T sessions in May 2001, please contact OPVS.



Victims' Memorial Garden at the Karl Holton Youth Correctional Drug and Alcohol Treatment Facility.

Karl Holton Staff and Wards Keep on Giving

(from page four)

Murdered Victims, and the San Joaquin AIDS Foundation.

In the school area, there are two ongoing Impact of Crime on Victims classes. A unique final presentation on the students’ own victims gives deeper perspective to this course, which has been expanded to three periods due to the number of wards needing this class.

On Dec. 2, 2000, Karl Holton was represented with a banner in the Oakland Holiday Parade. Staff and wards raised \$2,000 that was donated to the Oakland Children’s Hospital and Oakland Chamber of Commerce.

On Dec. 14, 2000, **Kellie Brunsdom** and **Luz Elia Meraz**, domestic violence outreach specialists, from WEAVE gave presentations to the Yuba Hall staff and wards. For the month of December, the Yuba Treatment

Team dedicated small and large group discussions to the topic of domestic violence. In addition, the wards prepared packets for the WEAVE organization as community service. A fundraiser was conducted which raised \$98 that was donated to WEAVE.

Karl Holton, through the San Joaquin County Child Abuse Prevention Council, adopted three families for the Christmas holiday. Each family received gifts, clothing, and a Christmas meal. Staff and wards raised money through fundraisers and the Victims class wrapped all the presents.

Karl Holton continues to work with non-profit community organizations. Through fundraisers and activities focusing on victims, wards are able to give back to communities and the victims they once took from.

Heart and Soul of Commitment

By **Carol Francis**
Parole Agent III, Karl Holton YCF
Program Administrator

Erin Brock has brought long term energy to the Karl Holton Victims Program. She started as a youth correctional counselor 14 years ago, and has continued her involvement as a parole agent (1991), treatment team supervisor (1996), acting parole agent III, and program administrator (February 2000), with most of her service at the Karl Holton Youth Correctional Drug and Alcohol Treatment Facility. Ms Brock has provided the leadership for programs and fundraisers through the year, not just in April for Victims’ Week.

Until about six or seven years ago, Karl Holton staff would do the standard program sent out by Central Office. However, with Ms. Brock’s leadership and enthusiasm, the victims program has grown to monthly fundraisers on many living units, sales of burritos,



See’s candy, pictures of the wards to send to their families, ice cream sundaes, Taco Bell items, and baked goods. She also helped organize a jogathon for the daughter of an O. H. Close staff member who was killed by domestic violence.

One of her projects has been to develop the April Victims’ Week into a growing fundraiser for local charities, and a schedule of 16 speakers who rotate to all eight living units. A popular item has been a dunk tank for administrators during Victims’ Week.

By nature, Ms. Brock is a hard-working, dedicated staff member. When she talks about the victims programs here at Karl Holton, her excitement and dedication reach new levels, and it is easy to see why she has been the heart and soul of the Karl Holton Victims Program for many years.

Preston Accounting Staff Tally Up More Than \$25,000 in Restitution

By **Debby Moffat**
Accounting Supervisor
Preston Youth Correctional Facility

CYA Preston Youth Correctional Facility has accounting staff who are second to none! As with most CYA institutions this past year, the Preston Accounting Office has had our share of vacant positions, including our lead staff. In spite of the ongoing vacant positions, I am proud to say that our office continues to process victims checks ensuring that wards are meeting their court orders and ensuring that victims are financially compensated.

I took it as my personal mission to process as much victim restitution as possible through our office, and expedite these funds getting to the victims and to the California Victims Compensation and Government Claims Board (formerly known as the State Board of Control Victims of Crime Program). Processing restitution collections helps people who really need it, crime victims.

Preston accounting staff have

continued to work diligently to cover the workload, jumping in to help before I can even ask!

Halfway through Fiscal Year 1999/2000, we have sent more than \$25,000 in victim restitution to the CYA Office of Prevention and Victims Services to process and forward to victims. \$25,000 is more than we processed all of last fiscal year! Processing victim restitution is part of our mission, and just one way to show that CYA cares about crime victims.

I know it will be a tremendous workload for the Office of Prevention and Victims Services, but I challenge every institution and parole office to do the same as we are doing. Make your best attempt to process more victims payments this year than you did last year. At some point in everyone’s life odds are you will be a victim. Wouldn’t you want someone helping you?

“I think that a victim impact statement balances the scales of justice. For once the victim balances the scales of justice. For once the victim has a victim advocate.....his own words.”

A victim

Victims Voices —Being Heard — In Spite of the Pain

By: Name Withheld

It is often difficult for me to accept the fact that it has been two and a half years since Ward D and two other juveniles attacked me at Camp Karl Holton (Probation Camp). Sometimes it seems like it has been longer, but most of the time it seems like yesterday. I have daily reminders to keep my memory fresh.

Ward D and the other two juveniles have remained incarcerated throughout this time, but they are not the only ones “locked-up.” Their actions brought against me in February 1998 have also placed me in a personal jail. As Ward D has heard each year how he impacted my life on Feb. 6, 1998, I’m not sure if he really accepts what I say as truth or if he sits in his chair and does his best to tune out this entire situation. For that reason, I will take a moment to recap my last two-and-a-half years for him, as well as explain my current status.

After Ward D and the other two juveniles attacked me, I suffered from a concussion for a few weeks. I then suffered from Post Concussion Syndrome for six months after the attack. During this time, I experienced incredible migraine headaches, neck pain, dizzy spells, insomnia, memory loss, and blackouts. A neurologist, that indicated these symptoms might last up to around eight months, attended to me. No one prepared me for what was still to come.

I continued to teach to the best of my ability, in the correctional facilities, while suffering through all of the symptoms that I was experiencing. I was so lethargic and uncomfortable, I often found myself sleeping on my lunch break just so I could finish out my workday.

During this initial period of eight months, I gained 30 pounds. I was very inactive, exhausted, and in daily pain. I suddenly could not enjoy the active lifestyle I had once been accustomed to. I could no longer go to the gym, hike, roller blade, or even prepare for ski season, which was soon approaching. This attack had completely altered my physical lifestyle.

Then it altered my mental life as well. In August of ‘98, eight months after my attack, I started experiencing horrible nightmares. As I was already experiencing difficulty sleeping, this



Every time a victim speaks out — to stop the violence — to draw attention to victims’ pain— they do so by reliving the events that changed their lives. They make their voices heard over their own pain when they come out of the shadows.

now added to my sleep depravation. I became irritable and withdrawn from my family and friends. I soon started seeing a psychiatrist and discovered I was now suffering from PostTraumatic Stress Disorder (PTSD).

In December of 1998, I went to an orthopedist to have my neck evaluated. I was still suffering from headaches and neck pain. It was discovered that I had two bulging discs in my neck. I then started going to physical therapy.

At this time, the doctors collaborated and decided it would be advantageous for me take some time off work to try to heal, both physically and mentally. By now I had gained another 20 pounds on top of the 30, and I was experiencing severe depression. I continued this cycle of doctor visits, physical therapy, depression, physical pain, mental anguish, and now financial distress for another eight months.

As of August 1999, I had already lost a year and a half of my life as a normal functioning and productive person. My self-worth was now being tested, as well as dealing with regular physical pain and other emotional afflictions. I gained another 10 pounds. I was now suicidal. Then I suffered an emotional breakdown. I was prescribed antidepressants to find the strength to go on with my life.

Now another year has passed. My mental and physical ailments are still with me in some way. I was just told two months ago that I have permanent nerve damage in my neck that I would have to learn to live with for the rest of my life. This damage makes my arms go numb whenever I carry something. Every time I carry my purse or bring

groceries into the house, I am blatantly reminded of the three young men that have put a scar on my life.

I am growing mentally stronger now. I will never be able to return to the job that once gave me a feeling of fulfillment and satisfaction. Over the next few months I will be exploring new career options and hopefully starting to work again after the New Year.

My life has not been a fun and enjoyable place to be over the past few years. I have had to start from scratch and completely rebuild myself emotionally and physically. I have seen more doctors in two and a half years and been through more testing than any one person should ever have to go through in a lifetime. I never wanted to have to take medication to be happy and prevent me from taking my own life. I never wanted to have to rebuild relationships with family and friends that I lost. I surely never wanted to weigh 60 pounds more than I used to. I never thought I would be financially destroyed. I can’t even get health insurance for a period of three more years because I now have pre-existing conditions. Let’s take into account what happens when Ward D gets a cold or twists his ankle. He is taken care of by the system he lives within. What about when it happens to me? I am on my own and responsible to pay for it out of my own pocket. All of these things because I was attacked by three young men that planned to rape me. One of these young men is Ward D.

On Feb. 6, 1998, my life was devastated. Ward D’s actions have had a permanent affect on me. I ask the Parole Board to take his actions and the impact

which they have had on my life into consideration. Keeping Ward D institutionalized for as long as possible not only gives him some hope at rectifying his poor judgement and behavior, but it also protects others like me from experiencing his actions of destruction that could impact someone’s life as much or more than mine.

I too have lived in a form of jail for the past few years. I’m not out of mine. He shouldn’t be out either!

How Am I Doing Today?

Where am I now? I am currently starting vocational rehab. “Great,” is what most people think. The realization is... I’m starting over again. My entire life, at 32 years old, is starting over again. I cannot follow through on the original dreams and goals I established for myself and worked so diligently towards since I was 18 years old. This is an excruciating process. The decisions I make for my vocational rehab will affect the rest of my life and career. I made these decisions fourteen years ago. I did not want to have to do it again!

My health is still in disarray. I still suffer from headaches, panic attacks, and permanent arm numbness. Furthermore, I have had a chronic sinusitis infection for many, many months.

Due to the fact that I am now considered by insurance companies to be “high-risk” and now have pre-existing conditions from the attack; I am not able to get a private health plan. I have sat at the county hospital on numerous occasions for 10 to 14 hours waiting to be treated for these re-occurring infections. It is quite devastating to be forced into this process. Financially, I’m wrecked! There is nothing about the attack that has not touched or impacted my life in some way.

I have found it both therapeutic and stressful, at the same time, to attend the parole hearings of my attackers. Every year, I vividly relive the attack as I give my statement to the parole boards and the offenders. I do this hoping to make an impact on the offenders. Hoping they will understand how their actions have turned my life completely inside out. I did not walk away on Feb. 6, 1998 and go (Please see **No Freedom**, page 8)

No Freedom or Choices Left

(from page 7)
back to my normal life. If only we could somehow impress upon offenders what type of consequences their actions hold on the people that receive them.

The adult that attacked me is now out of the state prison (released on Jan. 20, 2001), and the two at CYA will both be out by this summer. Their lives of freedom start again. Either, for them to go out and repeat their actions, or make some wise decisions and start new lives. Only they can make those decisions. Unfortunately, the day I was attacked, my freedom and the choices I had made for myself were instantly revoked without my consent.

I spent many months advocating what procedures could be implemented to prevent this from happening to others. The Los Angeles County Office of Education (LACOE) turned a deaf ear to me, and the scenario that took place within their system. I'm not sure if they thought "it would go away" or never happen to another person, but there were some very clear issues that warranted attention at the facility that I was attacked at as well as other facilities in which I worked.

I wish to express my thanks and gratitude to the Youth Authority's Victim Services Division, without their support I would have received none at all. Special thanks to **Sharon Garcia**, parole agent II, and **Larry Nevarez**, parole agent I, for help "above and beyond the call of duty." One cannot know how much support is needed until one needs support.

Victims Reach OPVS Toll Free!

In an effort to reach as many victims as possible and reduce the possibility of causing further hardship, the Victims Services Division installed a toll free telephone number in January 1997.

The toll free number is **1-888-HE GOT CYA (1-888-434-6829)**

The number was established to provide information, referral and assistance to victims and their families, victim advocates and interested agencies. The phone is answered by Victims Services Division staff during regular working hours and limited bilingual services are available. The toll free line is published in all correspondence with victims and is publicized at training conferences for law enforcement, judges, educators and victim advocacy groups.

A Great Appreciation for the Team

- (from page 3)
and probation regarding restitution orders
- Correspondence to probation regarding victim addresses
 - Victim phone calls regarding:
 - Request to attend hearings
 - Location of offender
 - Available services
 - Restitution
 - Victim impact statements
 - Offender threats
 - Translation services

Daily Services

- Accompanying victims to hearings
- Restitution status
- Escape and apprehension notification
- Referrals to Victim/ Witness Assistance Programs for financial remedies, restraining orders, civil litigation, and counseling
- Referrals to District Attorneys and judges
- Resolving restitution discrepancies with county agencies, offenders and CYA accounting
- Outreach to under represented victim communities
- Technical Assistance Bulletins

Projects and Training

- Restitution Consolidation
- YA Staff Training
- Restitution Training for Offenders
- Local and National Training
- Advisory Committees
- Inter-Agency Committees
- Publications to enhance direct services to victims (i.e. calendar, brochures, resource guide)

The VSD is staffed by committed, hard working staff that juggle multiple responsibilities, strive to return phone calls and correspondence in a timely manner, rush to meet impending deadlines, etc. You get the picture right? You probably experience the same issues with your job, right?

Well, the VSD could not keep this pace without the help and support of many CYA staff and the cooperation of many CYA units. The VSD kindly offers thanks and recognition to the hardworking staff that make our job a little easier. We hope you individually know who you are!

Institution Parole Agent IIIs/Victims Services Coordinators -Thank you for tracking victim notification requests, adhering to legal timeframes and assisting victims.

Supervising Parole Agents (Parole Offices)-Thanks for holding offenders accountable by collecting victim restitution.

Thanks for being creative in your efforts.

Parole Victims Services Coordinators-Thank you for awesome fundraising efforts for community victims' organizations. Thank you for continuing to make recommendations and efforts to improve services to victims.

Institution Parole Agents and Youth Correctional Counselors-Thank you for reviewing cases carefully, assessing the impact of crime on victims and educating offenders on the consequences of their actions.

Field Parole Agents-Thank you for making special efforts to locate victims and assessing the danger to victims in certain circumstances.

Casework Services staff-Thank you for tracking and processing the high volume of victim notification letters and scheduling victims for parole board hearings.

Accounting Offices/Ward Trust-Thank you for forwarding victim restitution checks to be disbursed to victims. A BIG thanks for working closely with VSD in analyzing the correct victim payees, offender balances and assisting in resolving fiscal discrepancies.

Intake and Court Services-Thank you for your diligence in reviewing cases and finding pertinent victim information.

Master Files-Thank you for great attitudes! You pull numerous ward files for us on a daily basis without complaint.

Population Management-Thank you for monitoring victim notification for offenders who are undergoing court proceedings or who are housed at California Department of Corrections, or state hospitals.

Northern California Youth Correctional Center, Central

Security-Thank you for the phone calls and pages when an offender escapes or is apprehended. The victims who we are able to contact appreciate the efforts.

Executive Office, Communications/Public Affairs-Thank you for notifying us of offender media requests so that we can attempt contact with the offenders' victims.

Executive Office, Legal-Thank you for advising us on legal matters.

Executive Office, Legislation-Thank you for carrying forward legislation that improves offender accountability and victims services.

Administrative Services/Information Technology-Thank you for keeping our database and fileserver up and running.

Budget Office/Accounting-Thank you for your assistance and expertise in ensuring that we do not overspend in our grant projects (Victims Reparation Project, Direct Services Enhancement Project and JAIBG projects).

"It is essential to recognize the impact of crime on a neighborhood and give residents the information and means to get involved."

United States Attorney **Thomas Schneider**, Eastern District of Wisconsin



Important Phone Numbers
Director's Office
(916) 262-1467
Communications Office
(916) 262-1479
TDD
(916) 262-2913
(800) 735-2922
Safety Hotline
(800) 500-3730



Today

Over 90 Years of Service to the People of California

CALIFORNIA YOUTH AUTHORITY

CYA TODAY

Official Youth Authority Newsletter

State of California

Gray Davis

Governor

Youth and Adult Correctional Agency

Robert Presley

Secretary

California Youth Authority

Jerry L. Harper

Director

Richard Kai

Chief Deputy Director

Communications Office

George Kostyrko

Assistant Director/Executive Editor

Julio Calderón

Editor

Sarah Ludeman

Contributor

J.P. Tremblay

Contributing Editor

Cindy Martin

Production

4241 Williamsborough Dr.

Sacramento, CA 95823-2088

916.262.1473

www.cya.ca.gov